

**NATIONAL INSTITUTE OF TECHNOLOGY
ROURKELA – 769008**



Tender for

“Routine, Preventive and Breakdown Maintenance of Telephone Exchange including all Telephone Exchange Installations at NIT Rourkela”

Tender Notice No.: NITR/PW/TL/2025/348

Date: 16/05/2025

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Notice Inviting Tender For “Routine, Preventive and Breakdown Maintenance of Telephone Exchange including all Telephone Exchange Installations at NIT Rourkela”

(E-PROCUREMENT MODE ONLY)

National Institute of Technology Rourkela, an institute of national eminence under the Ministry of Education, Government of India, requires the services of a reputed, well-established, and financially sound Proprietorship/Partnership Firm/Private Limited/Limited Company for the above work. On behalf of the Director, NIT Rourkela, online tenders from eligible and experienced bidders are invited through the e-Procurement module of the CPP Portal (<https://eprocure.gov.in/eprocure/app>). Tender Documents may be downloaded from the Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>)

1. IMPORTANT DATES OF TENDER

1	Title of the Tender	Routine, Preventive, and Breakdown Maintenance of Telephone Exchange including all Telephone Exchange Installations at NIT Rourkela.
2	Date of publication of tender	As per e-procurement Portal.
3	Bid Documents download start date	As per e-procurement Portal.
4	Pre-bid meeting date and location	As per e-procurement Portal.
5	Bid Documents download end date	As per e-procurement Portal.
6	Last date of submission of tender	As per e-procurement Portal.
7	Technical Bid Opening Date	As per e-procurement Portal.
8	Financial Bid Opening Date	To be informed to the technically qualified bidders later.
9	Tender Fee	A non-refundable fee of INR 1,500/- (Rupees One Thousand Five Hundred only) to be deposited through ONLINE mode only using NET-BANKING / NEFT / RTGS / IMPS or payment online in an acceptable form.
10	Earnest Money Deposit / Bid Security	A refundable fee of INR 1,00,000/- (Rupees One Lakh only) to be deposited through ONLINE mode only using NET-BANKING / NEFT / RTGS / IMPS or payment online in an acceptable form.
11	Contract Period	Three (03) years from the date of PO (Purchase Order) subject to satisfactory performance during the review and assessment at the end of each year.
12	Bid Validity	120 days from the date of opening of the technical bid
13	Address for technical queries:	Prof. Sudipta Maity Professor In Charge (Telephone), Telephone Exchange, NIT Rourkela, Rourkela, Odisha - 769008 Phone: 0661246-2222, 0661246-2475, Mob: +91 8013076123 Email: pic-telephone@nitrkl.ac.in & maitysudipta@nitrkl.ac.in

IMPORTANT: Prospective bidders are advised to regularly visit the CPP portal for any Updates/ Corrigendum/ Amendment. Any subsequent updates will be announced exclusively on the Institute website.

2. SCOPE OF WORK

2.1 Name of the Work:- Routine, Preventive, and Breakdown Maintenance of Telephone Exchange including all Telephone Exchange Installations at NIT Rourkela.

1. NIT Rourkela campus has an area of 648 Acres comprising Academic, Seminar Room space, residential area, Utility Buildings, Sports and Dining complex, Pump houses, Playgrounds, etc. The Telephone Exchange at NIT, Rourkela, offers both Analog and IP telephony services across the campus, powered by a contemporary "AASTRA MX-ONE SERVER" telephone exchange. This system is divided into two sections, LIM-1 and LIM-2, with LIM-1 serving as the primary exchange supporting Academic buildings, Hostels, and select Residential areas, while LIM-2, located at the Estate Office, primarily serves residential areas. Capable of managing up to 10,000 lines with Direct Inward Dialing (DID) capabilities, the exchange currently supports 1,000 IP and 2,000 analog extensions throughout academic facilities, Halls of Residences, and living quarters.
2. For external connections, the exchange utilizes a Primary Rate Interface (PRI) line provided by BSNL, ensuring round-the-clock operator service, maintenance services during business hours (8X5), and 24/7 support for urgent and emergency needs.
3. Internal telephone numbers within this directory are four-digit (EPABX) numbers, with those starting with 2, 3, 4, and 5 being directly accessible from outside the institute using the DID feature.
4. NIT Rourkela has a critical requirement for uninterrupted telephone services. Under no circumstances should service outages in critical areas exceed 10 minutes; temporary restoration must be ensured within this timeframe. Therefore, the core objective of this contract is to maintain a 'Zero Breakdown' system. To achieve this, the contractor must implement up-to-date maintenance practices, including predictive and proactive maintenance techniques, along with strict adherence to preventive maintenance schedules.
5. Only reputed contractors with proven experience in similar projects and a strong performance record will be considered for engagement. The contractor must deploy technically skilled and experienced personnel capable of identifying, troubleshooting, and promptly rectifying faults. The deployed supervisors and technicians must possess the expertise required to ensure high system availability and reliability at all times.
6. The important equipment is:
 - a) **Line Interface Module (LIM):** Connects external telephone networks to internal systems like PBX, performing signal conversion and routing.
 - b) **Primary Rate Interface (PRI):** Handles multiple simultaneous voice and data transmissions for businesses, allowing up to 23 simultaneous calls on a single line.
 - c) **Public Switched Telephone Network (PSTN):** The traditional analog telephone infrastructure.
 - d) **Integrated Services Digital Network (ISDN):** Enables digital transmission of voice, video, and data, offering advanced features and higher speed than PSTN.
 - e) **Trunk Lines:** Main communication pathways connecting different parts of the system, capable of handling multiple signals.
 - f) **Central Office Lines (CO Lines):** Provide basic telephone services from the PSTN to users.
 - g) **Direct Inward Dialing (DID):** Allocates individual phone numbers to extensions within an organization.
 - h) **Electronic Private Automatic Branch Exchange (EPABX):** A system for internal and external call management within an organization.
 - i) **Media Gateway Unit (MGU):** Connects legacy systems like PSTN to modern IP networks, ensuring seamless communication.
 - j) **Tone and Announcement Machine Unit (TMU):** Generates tones and announcements within the system.

- k) **Extension Line Unit (ELU):** Provides additional lines for analog phones in digital setups.
- l) **Krone Blocks:** Used for connecting and organizing telephone wires securely.
- m) **ADSL (Asymmetric Digital Subscriber Line):** Provides faster data transmission over traditional copper lines.
- n) **Server Systems:** Host call managers and handle the data management required for modern digital exchanges.
- o) **Call Manager:** Software or hardware system managing call routing and switching.
- p) **Provisioning Manager:** Used for system configuration and remote management.
- q) **Telephone Database (Telephone DB):** Stores crucial data for call routing, subscriber details, and system configuration, ensuring efficient management and operation.

7. Specifications of existing EPABX system at NIT Rourkela for Annual maintenance Contract:

AMC for	pabx system-EPABX
Brand/MAKE OF EPABX SYSTEM	Mitel
Technology/Architecture of EPABX system	Hybrid (Microprocessor based also supporting SIP extension)
Number Phone/end point (Universal Extensions /FXS) (max)	2004 + 400
Number of SIP Phones (max)	504 + 400
Number of SIP Trunks (max)	NA
OTHER ASSETS which are integral parts of the EPABX system and covered under the scope of the AMC service	PRI- card
Purchase and Installation of the EPABX System	2012 (Upgraded to version MX One 7.x on the date 10/05/2022)
Frequency of Routine/Preventive Maintenance Service	Once every month
condition of Product (AT THE TIME OF BIDDING)	Under Warranty and functional
Type of AMC	Comprehensive

NOTE: Detailed specification of the equipment is attached at Annexure – XI - XIII.

8. Specific Terms and Conditions:

- a) The vendor may visit NIT Rourkela for inspection if necessary.
- b) The bidder must have a registered office or a branch in Odisha, Kolkata, and/or Ranchi.
- c) The quoted rates must including all the charges except GST.
- d) The firm must have a minimum of five (05) years of experience in maintaining EPABX systems.
- e) The firm should have executed either:
 - i. One AMC/SITC order worth ₹24 lakhs, or
 - ii. Two orders worth ₹15 lakhs each, or
 - iii. Three orders worth ₹12 lakhs each.

9. EPABX SYSTEMS: Name- Mitel MX ONE 7.3

2.2 COMPREHENSIVE AMC of NIT Rourkela EPABX SYSTEMS:

As part of the comprehensive Annual Maintenance Contract (AMC) for EPABX systems at the National Institute of Technology (NIT) Rourkela, under the Ministry of Education, Government of India, the maintenance contractor shall be responsible for carrying out the following activities:

1. The quoted rates should cover comprehensive maintenance of the EPABX system, including repair and upkeep of all extension lines installed at the NIT Rourkela Telephone Exchange Office.
2. Preventive maintenance shall be **carried out once every month throughout the AMC period**. The scope of this maintenance includes a thorough inspection of all machines, hardware, and software

components, cleaning internal parts to keep them dust-free, verifying system configurations, and checking supply voltage and grounding to ensure optimal performance and safety.

3. Any new configuration or modification must be carried out as per the instructions of the Executive Engineer and/or the Professor in charge of the Telephone Exchange.
4. The contractor shall provide all necessary software and hardware for preventive and corrective maintenance at no additional cost.
5. Faulty electronic modules, if any, must be repaired or replaced without any extra charges.
6. All replaced EPABX-related items must be OEM (Original Equipment Manufacturer) parts.
7. In case of an emergency breakdown, **the system must be attended to and restored within four hours of fault notification.** If the breakdown persists beyond 24 hours, the contractor must arrange a temporary alternative to restore essential services, as decided by the Executive Engineer and the Professor in charge (PIC).
8. The vendor shall manage lodging, boarding, and conveyance for preventive and breakdown maintenance without any additional charges.
9. Emergency breakdown services must be available 24/7, including holidays and weekends.
10. The contractor must bring all necessary tools, including a laptop, multimeter, interface cables, etc. to carry out maintenance work on-site.
11. No additional materials will be provided by NIT Rourkela for maintenance work. The contractor is responsible for arranging all required materials at their own expense.
12. If system version or software upgrades are necessary for improved functionality, the contractor shall carry them out at no extra cost.
13. The contractor must maintain an adequate inventory of spare parts to minimize downtime.
14. **Fault Levels and Maintenance Time Frame:**

Sl No	Fault Level	Service/Fault Description	Affected Users	Required Rectification	Ideal Maintenance Time Frame	Maximum Maintenance Time Frame
1	Minor	Configuration Related issues	Single	Configuration correction	Immediate	Within 4 hours
2	Medium	Cable/ Equipment Fault	Single	Cable/ Equipment repair with minor engineering	Immediate	Within 24 hours
3	Major	Cable/ Equipment Fault	Multiple	Cable/ Equipment repair with major engineering or requires factory repair for parts like cards etc.	Immediate	Within 48 hours

Note: Regarding the fault mentioned in above, the vendor must restore the service within 48 hours by using a replacement card from their own spare units as a temporary solution. Once the repaired or new card/parts are received, the vendor shall retrieve their replacement card and reinstall the permanent card to restore the service.

In line with the institute's requirement for uninterrupted communication, it is mandatory that **temporary restoration of service in critical areas must be achieved within 10 minutes** of fault detection. This applies regardless of the fault severity.

The **timelines mentioned in the Fault Level Table** refer to the **permanent rectification** of faults. Therefore, in the case of **major faults** affecting critical areas, the contractor must ensure immediate temporary restoration using alternate means such as replacement cards, rerouting, or standby modules, followed by full restoration within the stipulated 48 hours.

2.3 Special Condition of Contract (SCC)

- a) The contractor must comply with all statutory norms as per Indian Standards, as applicable, throughout the contract period.
- b) In case of any mishap during maintenance that results in damage to NIT Rourkela property, the bidder shall be responsible for repairing or replacing the damaged item at their own risk and cost.
- c) **The maintenance contract will be valid for a period of three years from the date of award.**
- d) The contractor must obtain a valid permit/pass from the NIT Rourkela security department for their service engineers to enter the premises.
- e) The service engineer must hold a Diploma, B.Tech degree, or a relevant certification in the EPABX system, as provided by the Original Equipment Manufacturer (OEM).
- f) If the service provider fails to comply with any terms of the agreement, provides unsatisfactory or inadequate service, or breaches any contract conditions. NIT Rourkela reserves the right to terminate the contract at any time during the contract period, with a two-month notice period. In such a case, the contractor shall not be entitled to any claims.
- g) Applicable taxes (TDS) shall be deducted at the source, and the necessary certificates will be issued accordingly.
- h) The quoted rates must be inclusive of all expenses, including duties, taxes, freight, insurance, cost of spares, labour charges, and any incidental charges except GST for installation at designated locations. No additional payments will be made on any account. GST will be paid extra as per applicable rates.
- i) The office reserves the right to accept or reject any tender, either in full or in part, without providing any justification.

2.4 Existing LIM Media Gateway Functionality

- a) The existing telephone system (LIM-1 and LIM-2) must operate with 100% feature transparency; ensuring features available in LIM-1 are accessible to users connected to LIM-2.
- b) Analog extensions connected to the LIM gateway must support distances of 5 to 7 kilometers for users in remote locations.
- c) The analog extension card of the Media Gateway must be interchangeable with the main exchange.

2.5 Necessary System Accessories

Call billing software must be provided and updated to the latest platform.

2.6 Comprehensive Annual Maintenance Contract (AMC)

- a) A Comprehensive Annual Maintenance Contract (AMC) must be provided for three (03) years from the date of issuance of award of contract.
- b) At least one visit must be scheduled monthly for preventive maintenance of telephone exchange.

2.7 Comprehensive AMC of SMPS/DC Power Bank

The SMPS/DC Power Bank (3-phase input, 48V DC output, 600AH) must be maintained under a comprehensive AMC for three (03) years.

2.8 General Maintenance Responsibilities

- a) The vendor must ensure 100% availability and healthiness of the telephone exchange system, including LIMs, MGUs, PRI lines, EPABX, DID systems, and associated infrastructure across all NIT Rourkela premises, including academic buildings, the library, administrative offices, residential buildings, health centers, hostels, and guesthouses.
- b) Routine maintenance must be performed for all components, such as LIMs, trunk lines, central office lines (CO), EPABX systems, and telephone databases, to ensure seamless operation.
- c) Communication outages or issues must be attended to and resolved immediately to minimize downtime.
- d) Faulty or damaged components (e.g., telephone sets, switches, wires, connectors, EPABX boards, Krone blocks, ELUs, and TMUs) must be repaired or replaced promptly.

- e) Necessary software updates, configuration changes, and patches must be applied regularly to keep the system secure and up-to-date.
- f) Advanced telephony features, such as direct inward dialing (DID), caller ID, call forwarding, voicemail, and conference calling, must be maintained for optimal functionality.
- g) Preventive maintenance of all equipment, including EPABX, servers, LIMs, and trunk lines, must be conducted as per a pre-approved schedule to prevent breakdowns.
- h) The telephone database (Telephone DB), including call logs, extension assignments, and user information, must be updated and maintained regularly.

2.9 Additional Responsibilities

- a) The vendor must address complaints (e.g., faulty extensions, voice clarity issues, dropped calls, etc.) within four hours and report progress to the Head of Telephone Exchange.
- b) Operational training must be provided to NIT Rourkela personnel, and technical support must be offered for the day-to-day operations of the system.
- c) Detailed records of maintenance logs, complaints resolved, materials used, and spare parts replaced must be maintained.
- d) Assistance in integrating new features or functionalities into the existing system must be provided as required by the Head of Telephone Exchange, NIT Rourkela.
- e) Faults in EPABX, LIMs, PRI lines, or IP-based systems must be diagnosed and resolved promptly, ensuring seamless integration between legacy systems (e.g., PSTN) and modern IP-based Telephone Exchange.
- f) Maintenance and repairs must follow industry standards, safety norms, and manufacturer guidelines.
- g) The vendor will attend to any other telephone exchange-related work as assigned by the Head of Telephone Exchange.
- h) All allocated work must be completed within the stipulated timeline, with regular progress updates.
- i) Small fabrication or repairs of telephone exchange components must be carried out to restore functionality within the specified time

2.10 Special Conditions

- a) All works shall be carried out in accordance with relevant Indian Standards and applicable Telecommunication Rules. The contractor must ensure compliance with guidelines from the Department of Telecommunications (DoT) and other regulatory authorities. Equipment, systems, and components such as EPABX, LIMs, PRI lines, MGUs, Krone blocks, and telephone cabling must meet the prescribed standards. Any incidental works necessary for maintaining the telephone exchange but not explicitly mentioned will also be included in the contractor's scope of work.
- b) The contractor shall arrange for all necessary tools, tackles, testing and measuring equipment, safety and protective devices, including specialized tools like network testers, cable analyzers, and telecom line testers required for maintenance and troubleshooting of the telephone exchange system.
- c) For emergency communication lines or critical extensions, the contractor must monitor their functionality round the clock to ensure uninterrupted service.
- d) The contractor should provide technically skilled and qualified personnel with relevant experience in telephone exchange maintenance. The deployed staff must have a thorough understanding of Telephone Exchange, including EPABX configurations, PRI line management, and fault diagnostics. Personnel should be capable of reading and interpreting complex system diagrams and troubleshooting effectively.
- e) All breakdown calls and complaints must be attended to immediately. If the nature of the work or frequency of issues requires additional manpower, the contractor must arrange for extra personnel at no additional cost to ensure that academic and administrative activities are not disrupted.
- f) The contractor must ensure that the staff is well-versed with Indian Standards and Telecommunication Rules and Acts. They should also have a strong understanding of safety protocols and industry-standard telecommunication maintenance practices.

- g) The contractor is responsible for ensuring consistency in workforce deployment, correct troubleshooting, good workmanship, adherence to safety procedures, and maintaining a healthy and reliable communication environment.
- h) The contractor must acquaint their staff with site conditions, maintenance procedures, equipment details, safety devices, and the scope of work. Familiarity with the equipment, such as EPABX systems, LIMs, MGUs, and cabling infrastructure, is mandatory.
- i) Adequate staff must be deployed for routine maintenance, wiring work, additional project work, attending to urgent complaints, and preventive or breakdown maintenance. These activities should be conducted in such a way that they do not interfere with academic or research activities at NIT Rourkela.
- j) The contractor shall ensure timely completion of all maintenance tasks, consistent workforce deployment, and effective communication with the Professor In-Charge (Telephone Exchange). Penalties will be imposed for non-compliance or failure to meet service-level expectations.
- k) The contractor shall implement best practices to ensure optimal functionality of the telephone exchange, including preventive maintenance schedules, system performance monitoring, and timely reporting of any issues or incidents.
- l) The contractor must take full responsibility for obtaining any necessary permits, licenses, or clearances related to telecommunication equipment and systems at the site.
- m) The contractor shall ensure that all work is carried out with minimal disruption to the operations of NIT Rourkela and maintain transparency in reporting, including regular updates on completed tasks and pending issues.

2.11 GENERAL MAINTENANCE

In a broad manner, the AMC work can be scheduled as follows (All at no extra cost).

1. Organized Maintenance

Organized maintenance based on preventive maintenance is essential to ensure:

- a) Uninterrupted communication service
- b) No system breakdowns
- c) Safety for personnel and equipment
- d) Economic operation of the exchange
- e) Reliability and quality of service
- f) Long useful life of the telephone exchange and associated components

2. Importance of Maintenance

Due importance must be given to maintenance to ensure the telephone exchange operates efficiently without any disruption.

3. General Guidelines

- a) Personnel engaged in maintenance must be qualified and possess relevant certifications or licenses in telecommunication system maintenance.
- b) Safety procedures as per telecommunication regulations and standards must be strictly followed.
- c) The various components of the telephone exchange, such as EPABX, LIMs, MGUs, Krone blocks, cabling, etc. should be divided into manageable sets for periodic maintenance.
- d) Maintenance activities carried out as per the schedule should be noted in a **Maintenance Register**, and detailed records must be maintained for tests, faults, and resolutions.

4. Inspection Guidelines

Inspection of the telephone exchange should focus on preventing disruptions and ensuring system integrity. The following points must be checked during the inspection:

- a) Verify there is no overheating, burning smell, sparking, or discoloration in key components like LIMs, MGUs, and boards. These can result from loose connections or overloading.
- b) Ensure no temporary or unprotected wiring exists within the exchange area.
- c) Verify that all cables are properly terminated and routed through conduits or channels to prevent mechanical damage.
- d) Confirm that no unauthorized modifications or alterations have been made by the user of departments to the telephone network.
- e) Ensure that equipment rooms and spaces are not misused for storage or dumping of unnecessary materials.
- f) Verify that access to critical components like the EPABX, LIMs, and power supplies is unobstructed.

5. Cleaning and Maintenance of Equipment

- a) During cleaning, check the physical mounting of all components, such as racks, servers, and connection panels, to ensure they are secure.
- b) Dust and clean critical components, including circuit boards, cable connectors, and ventilation systems, to prevent overheating and signal interference.
- c) Inspect cable terminations and connectors for any loose or damaged connections.

6. Testing and Diagnostics

- a) Conduct insulation resistance tests during the monsoon season to ensure signal integrity and prevent moisture-related faults.
- b) Perform earth continuity and grounding resistance tests during summer to verify proper grounding of equipment.
- c) Regularly test the functionality of all communication features, such as direct inward dialing (DID), caller ID, call forwarding, and voicemail, to ensure they are working properly.
- d) Run diagnostics on LIMs, MGUs, and EPABX configurations to identify and rectify any potential issues.

7. Preventive Maintenance Activities

- a) Inspect and tighten all electrical/telephone connections within the telephone exchange to avoid loose connections causing faults.
- b) Check and replace any worn-out or degraded components, such as fuses, relays, and connectors.
- c) Schedule periodic software updates for the EPABX, call manager, and provisioning systems to ensure compatibility and security.
- d) Monitor and clean cooling systems, such as fans and air conditioning units, to prevent overheating of servers and other hardware.

8. Operational Guidelines

- a) Timely verifies that the system is free of bottlenecks or unbalanced loads in communication traffic.
- b) Ensure all backups, including configuration files and call data, are taken regularly and securely stored.
- c) Train personnel in handling emergency situations, such as communication outages or power failures, to restore the service quickly.

9. Documentation and Reporting

- a) Maintain detailed records of all maintenance tasks, tests, and corrective actions in the Maintenance Register.
- b) Generate periodic reports on system performance, including uptime statistics and resolved issues, for submission to the Professor In Charge (Telephone Exchange, NIT Rourkela).
- c) Ensure a record of spare parts usage and inventory to facilitate timely replenishment.

10. Special Testing and Calibration

- a) Check for signal loss, noise, or distortion in communication lines and rectify them immediately.
- b) Perform call quality tests and ensure proper codec configurations for both analog and digital transmissions.
- c) Test backup power systems and battery units for the exchange to ensure they are operational in case of a power failure.

11. Preventive Maintenance

1. Cleanliness

Cleanliness is the foundation of preventive maintenance. Ensure the telephone exchange area, including all equipment like EPABX systems, LIMs, MGUs, and cable connections, is dust-free and well-organized. Regular cleaning of racks, patch panels, and ventilation systems is essential.

2. Schematic Diagrams

Maintain updated schematic diagrams of the telephone exchange system, including EPABX configurations, LIM layouts, cabling, and PRI/CO line connections, for quick troubleshooting and reference during maintenance.

3. Secure Wiring

Ensure all wiring is properly secured with no loose connections, exposed wires, or improper cable management to prevent faults and improve system reliability.

4. Avoid Overloading

Monitor the exchange's load capacity; ensuring no component (e.g., power supply, PRI lines, or LIMs) is overloaded to prevent performance degradation or failure.

5. Periodic Maintenance

Preventive maintenance of telephone exchange systems, including EPABX, LIMs, Krone blocks, and MGUs, should be conducted once every month. This includes checking all connections, functionality, and software updates.

6. Safety Measures

Ensure that all power supplies, UPS systems, and backup batteries are properly maintained and in compliance with fire safety regulations to prevent risks of short circuits or overheating.

7. Manning and Supervision

Proper manning and supervision of the telephone exchange during operational hours are essential. A qualified supervisor should oversee routine maintenance and emergency response activities.

8. Maintenance Logs and Records

Maintain a detailed log of all preventive maintenance activities, including test results, faults identified, corrective actions taken, and breakdown history. Keep records of component replacements and software updates for future reference.

9. Annual Inspection

Conduct an annual inspection of the entire telephone exchange system to ensure its adequacy, safety, and efficiency. Take remedial measures as required.

10. Avoid Temporary Fixes

Avoid temporary or patchy repairs for wiring or connections. Address all issues with permanent and reliable solutions to maintain system integrity.

11. Ventilation and Cooling

Regularly inspect and clean ventilation systems and cooling fans to ensure that the equipment remains within operational temperature ranges, preventing overheating.

12. Routine Preventive Maintenance Schedule

- a) **Cabling:** Inspect and clean cabling infrastructure in every three / six months as per the requirements, ensuring all connectors and Krone blocks are secure and corrosion-free.
- b) **Earth Testing:** Conduct earth continuity and resistance tests once a year to ensure proper grounding.
- c) **Insulation Testing:** Perform insulation resistance testing once a year to ensure no leakage in circuits.
- d) **Power Backup Systems:** Test UPS systems and backup batteries quarterly to ensure uninterrupted power during outages.
- e) **Server and Software Maintenance:** Schedule software updates, patch installations, and server diagnostics every three months.

13. Component Cleaning and Testing

- a) **EPABX System:** Clean internal components and perform software diagnostics quarterly.
- b) **LIMs and MGUs:** Check for overheating, loose connections, and software updates every three months.
- c) **Patch Panels and Krone Blocks:** Clean and inspect every six months. Ensure connections are tight and free of oxidation.

14. Safety Practices

Ensure that technicians follow safety protocols, including wearing insulated gloves, using rubber mats, and following proper procedures for handling live circuits and components.

15. Replacement of Worn Components

Replace worn or degraded components such as cables, connectors, or power supply units as part of preventive maintenance rather than waiting for breakdowns.

16. Emergency Preparedness

Ensure all backup systems, including alternate communication lines and UPS systems, are tested periodically to prepare for emergencies.

17. Training and Familiarization

Train maintenance staff on the specifics of the telephone exchange system, including new updates, configurations, and troubleshooting techniques.

18. Periodic Audit

Conduct periodic audits of maintenance activities to ensure compliance with preventive maintenance schedules and system requirements.

19. Location of Equipment:

- a) Academic Area
- b) Residence Area
- c) LIM-1 (Academic Area)
- d) LIM-2 (Residence Area)
- e) For some items, unit quantity has been indicated in the BOQ for various buildings which may be executed if found necessary. No claim however will be entertained for any variation or deletion.

3. INSTRUCTION TO BIDDERS

3.1 Tender Fee & Earnest Money Deposit (EMD) / Bid Security:

1. Tender Fee (non-refundable) of **Rs. 1,500/- (Rupees ...One Thousand Five Hundred ... only)** and EMD / Bid Security (refundable) of **Rs. 1,00,000/- (Rupees ... One Lakh.... only)** to be deposited through **ONLINE** mode only using **NET-BANKING / NEFT / RTGS / IMPS or payment online in an acceptable form.**
 - a) The bidders are allowed to submit their bid only after the successful payment of EMD.
 - b) The bidders are required to submit a proof of successful payment details of the Tender Fee and EMD along with technical bid i.e. transaction reference no, bank details, and UTR no. Any other mode of payment shall not be entertained.
 - c) In online payment of Tender Fee and EMD, if the payment is made by the bidder within the last date and time of bid submission but not received by NIT Rourkela within last date **as mentioned in e-procurement portal** to any reason(s) whatsoever then the bid will not be accepted. The tender Fee and EMD received after the due date and time as specified will be forfeited.
 - d) Bank details for NET-BANKING / NEFT / RTGS / IMPS or payment online in an acceptable form is as follows:

Bank Name: State Bank of India
Branch: NIT Campus, Rourkela, Odisha
Account Name: Security Deposit Account
Account No.: 30046305869
IFSC: SBIN0002109
2. EMD / Bid Security of the unsuccessful bidder will be returned to them without any interest at the earliest and latest on or before 30 days after the award of the contract to the L1 bidder or as decided by Professor In Charge (Telephone Exchange).
3. The cover containing the DD for EMD and Tender fee shall be opened first at the time of opening of the technical bid. The Part-I offer of those Tenderers, whose EMD and Tender Cost are found in order and submitted as prescribed, will be opened immediately thereafter. Otherwise, the tender will be considered invalid and other parts will not be opened.
4. Bids received without Earnest Money Deposit and Tender Fee shall stand technically disqualified and thus shall not be considered for evaluation at any stage.
5. The EMD / Bid Security of the bidder who withdraws its bid in breach of terms and conditions of the contract, withdraws at any stage after the opening of the technical bid or the price bid, and who evades or refuses to accept the Award of Contract after being L1 within the period of validity, shall be liable to forfeiture.
6. The EMD submitted by the successful bidder shall be refunded or adjusted from Performance Security/Performance Bank Guarantee/Security Deposit.

3.2 Bid Security Exemption:

1. Micro and Small Enterprises (MSEs) as defined in the MSE Procurement Policy issued by the Department of Micro, Small and Medium Enterprises (MSME) for goods produced and services rendered, are exempted from EMD. Accordingly, MSEs shall be required to submit a valid Udyam Registration Certificate for availing benefits under MSE Procurement Policy. The benefit as above to MSMEs shall be available only for Goods produced and services rendered by MSMEs. However, traders are excluded from the purview of the MSME Procurement Policy.
2. Startup(s) as recognized by the Department for Promotion of Industry and Internal Trade (DPIIT), Govt. of India, are exempted from Bid Security. However, they have to enclose valid self-attested registration certificate(s) along with the tender to this effect.

3. Eligible MSE and startup bidders who seek exemption from Bid Security as per the above clause, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to execute the contract, or to submit a performance security before the deadline defined in the request for bids document/contract, they will be suspended for the period of three years or for a period as decided by the competent authority from being eligible to submit bids for future contracts with the NIT Rourkela. Bidders should submit the duly filled and signed declaration as per the attached format in **Annexure-IX**.
4. Those firms who have applied for renewal of registration with any of the above bodies but have not obtained a valid certificate as of the closing date of the tender are not eligible for exemption.

3.3 Performance Security / Performance Bank Guarantee/ Security Deposit:

1. The successful bidder shall have to deposit a Performance Security (PS) equal to 5% of the total annual contract value, within 15 days after the issuance of the Work Order, through ONLINE mode using NET-BANKING / NEFT / RTGS / IMPS or payment online in an acceptable form. The Performance Security shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations.
2. The Performance Security will not attract any interest. Any pending dues shall be adjusted and recovered from PS.
3. The Performance Security shall be liable to be forfeited if the successful bidder fails to undertake the work within the stipulated period or fails to comply with any of the terms and conditions of the contract.

3.4 Eligibility Criteria:

1. **Status:** The bidder shall necessarily be a legal entity either in the form of sole proprietorship, partnership, Limited, or Private Limited Company registered under the Companies Act 1956 or subsequent amendments of the act, eligible to provide Service and Maintenance of Classrooms. The bidder in the form of a Joint Venture (JV)/ Consortium is not permitted. A copy of Registration No. under the Shop & Commercial Establishment Act may be enclosed. Proof of the status of the bidder shall be submitted. The firm should have Zonal or Regional headquarters in Odisha/Rourkela.
2. **Financial Capacity:** The Bidders should have a **minimum average annual turnover of Rs. 50,00,000/- (Rupee Fifty Lakhs) in the last three financial years i.e. Financial Year 2021-22, 2022-2023, 2023-24**. Please submit documentary evidence like an Audited Balance Sheet, Profit & Loss Statement, Income Tax Return (ITR), etc. All financial documents submitted must be duly certified by a Chartered Accountant. The firms must be willing and/or capable of sustaining themselves financially until bills are processed and payments are released.
3. **Experience:** The bidder should have successfully completed similar works (preferably Telephone Exchange works) during the last five (05) years ending 31st March 2025, as a prime contractor satisfying either of the following:
 - a) One similar completed work each costing not less than **24 Lakhs**
 - or**
 - b) Two similar completed works each costing not less than **15 Lakhs**
 - or**
 - c) Three similar completed works costing not less than **12 Lakhs**

NOTE: The value of executed works shall be brought to the current costing level by enhancing the actual value of work at a simple rate of 7% per annum, calculated from the date of completion to the previous day of the last day of submission of bids.

A copy of the Work Orders / Service Orders along with experience and satisfactory performance certificate against the respective work order should be produced in support of their experience as

per the given format. Only work orders without satisfactory performance reports shall not be counted as a valid experience.

3.5 Documents to be submitted by Bidder along with the technical bid:

1. Category of Bidder, whether Proprietary Firm, Registered Firm, Registered Partnership Firm, Private Limited Company, Public Limited Company, Co-operative Society, etc. along with the following documents:
 - a. In the case of Proprietary Firm, attested copy of the affidavit of Sole Proprietary.
 - b. In the case of the Partnership Firm, an attested copy of the Partnership deed along with amendments if any, and proof of registration, if any.
 - c. In the case of Limited Companies, an attested copy of the Memorandum & Articles of Association, Certificate Incorporation, Authorized, Subscribed and paid-up capital.
 - d. In the case of Co-operative Society, an attested copy of the certificate of registration from the Registrar of Co-operative Societies.
 - e. If required, the original documents will have to be produced for verification at the time of the Technical Bid Evaluation.
2. A Tender by a partnership firm shall be signed in the firm's name by one of the partners duly authorized by other partners. Tender by Company shall be signed in the name of the company, by a **person duly authorized on its behalf**. A power of attorney or other satisfactory proof showing that the person signing the tender document on behalf of the agency **is duly authorized to do so shall accompany the tender**. The Tender submitted without furnishing the full particulars or tender documents without strictly adhering to the directions given herein shall be technically disqualified.
3. Information about the officer of the firm/company being an employee, past or present, or relationship of any employee of NIT Rourkela with Proprietor, Partner – Director of the firm is to be furnished.
4. Whether the bidder or any of the Proprietor, Partner, Director, Shareholders, or their spouse working as contractors in NIT Rourkela, or any Government Department / Public Undertaking has been:
 - a. Blacklisted.
 - b. Removed from the approved list of Contractors.
 - c. Demoted to the lower class of job.
 - d. Under orders for banning or suspending business with him/them. if yes, give the details indicating the period.
 - e. Convicted by a court of committing any offense.
5. RPFC Registration Code Number, if any;
6. Copy of GST Registration Certificate;
7. Copy of Permanent Account Number (PAN);
8. Copy of Labour License, issued by the Labour Commissioner; (if applicable)
9. Registration Certificate of Employee Provident Fund Organization (EPFO); (if applicable)
10. Registration Certificate of Employee State Insurance Corporation (ESIC); (if applicable)
11. Copy of Audited Balance sheet, Profit & Loss Statement, and Income Tax Return for last three years ending on 31st March 2024;
12. Proof of local office Address (valid rental agreement/ proof of ownership documents);
13. Copy of requisite work order/ service order/ completion certificate/ experience/ performance satisfactory certificate issued by the organization;
14. Duly signed Checklist of bidder (Annexure – I);
15. Duly signed Pro-forma for technical bid (Annexure –II);
16. Duly signed tender acceptance letter (Annexure-IV);
17. Duly signed Self Declaration-Non-Blacklisting (Annexure-V);
18. Duly signed Performance Report issued by the previous organization (Annexure – VI)
19. Duly signed Experience details of the bidder (Annexure-VII);

20. Copy of the work orders of similar supply;
21. Duly signed Annual turnover details of the bidder (Annexure-VIII);
22. Duly signed Company details of the bidder (Annexure-IX);
23. Duly signed Bid security declaration for EMD-exempted bidders (Annexure-X); (if applicable)

NOTE: *The Bidder must attach self-attested copies of the above-mentioned documents along with the techno-commercial bid. Any bid not accompanied by the above documents shall be technically disqualified.*

3.6 Bid Evaluation Procedure:

3.6.1 Techno-Commercial Bid Evaluation:

1. Techno-commercial bids will be opened on the specified date and time by the Tender Evaluation Committee duly constituted by the competent authority of NIT Rourkela. The bids will be evaluated based on the documents submitted by the bidders in the e-Procurement module of the CPP Portal and the satisfactory performance report from the previous works. The decision of the committee will be final and binding on all bidders and can't be questioned at any stage of evaluation.
2. The Institute also reserves the right to seek confirmation/ clarification from the issuing agency for the supporting documents submitted by the bidder.
3. To assist in the examination, evaluation, and comparison of the bids, and qualification of bidders, the committee may, at its discretion ask any bidder for a clarification of its bid. The committee's request for clarification and the response shall be in writing through e-procurement mode only. No other mode shall be entertained. Any clarification submitted by a bidder that is not in response to a request shall not be considered.
4. If any bidder fails to provide the requested clarification/ information within the stipulated date and time given by the Institute, the bid shall be technically disqualified.
5. The request for clarification and the response shall be in writing, without change in the price or substance of the bid offered shall be permitted.
6. Financial bids of those bidders whose techno-commercial bids are found technically qualified shall be opened by the Committee on the specified date & time. The same shall be communicated to the prospective bidders through e-mail by NIC.

3.6.2 Financial Bid Procedure & Evaluation:

1. The Financial bid (BOQ) shall be in Excel sheet form. The financial bid (BOQ) of all techno-commercially qualified bidders may be opened by the committee on the scheduled date & time.
2. Being L1 will not be the sole criterion for eligibility for the award of a contract. The Feasibility of the lowest quote by the bidder will be examined by the committee with reference to relevant rules in vague, terms & conditions of the tender and the decision of the committee in this regard shall be final & binding on all concerned.
3. After evaluation, the work shall be awarded to the supplier who quoted the lowest price (L1) after complying with all the Acts/provisions stated/referred to for adherence in the tender. In case two or more agencies are found to have quoted the same price, the Committee shall decide on the L-1 Agency based on the following tie-breaking criteria:
 - a. The turnover for the financial year 2023-24 shall be considered.
 - b. If further required for tie-breaking the turnover for the financial year 2022-23 shall be considered.
 - c. If further required for tie-breaking the turnover for the financial year 2021-22 shall be considered.
 - d. Further, if the tie persists then the L1 will be decided by a draw system in the presence of the concerned bidders. The decision in this regard by the committee shall be final and binding on all concerned.

4. If a tenderer quotes predatory pricing/abnormally low bids, the tender evaluation committee may ask for written clarification from the tenderer for detailed price analysis/ price break-up/price justification of its bid price in relation to scope, schedule allocation of risks and responsibilities, any other requirements of the bid documents during the financial evaluation.
5. If, after the evaluation of the price analysis/price justification, the bidder fails to demonstrate the basis of the quoted price with substantiating documents/ evidence/ calculation, the committee at its sole discretion shall reject the bid.
6. **NIT Rourkela reserves the right to split the entire tender to any two or more parties at L1 rates.** In case the agency with the lowest rate at any stage after the award of the contract fails to execute/ perform successfully / satisfactorily, the contract shall be terminated with forfeiture of the Bid security/ performance security and the Bid security exempted bidders will be suspended from the future tenders of NIT Rourkela as decided by the competent authority as per the clause of this tender notice.
7. All the tenderers may be required to explain /justify the basis of their quoted price as and when asked for. In case, any tenderer fails to justify his quoted price or refuses to co-operate in this regard, the bid shall be disqualified and the bids shall not be considered during retendering.
8. If a tenderer quotes an unworkable rate and is considered for placement of the order, the firm will be asked to justify the rate quoted and will have to give a Performance Guarantee Bond in addition to the Performance Security in the form of Bank Draft / Bank Guarantee.

3.7 Payment Terms:

1. The successful bidder shall submit the running bills/ final bill in duplicate during the execution of work or after satisfactory completion of the work to the designated officer of the Institute for certification for payment. Professor In Charge (Telephone Exchange), on receipt of the bill, will check the work record, and thereafter process the bill for payment. The contractor shall be paid for the actual quantity of work done, as measured at the site including any deviation plus or minus. The agency will make the wage payment and statutory payments to its staff as per extant rules and regulations. The Invoice should be supported with the following documents:
 - a) Original Invoice
 - b) Measurement Sheet / Work Description claimed in the bill.
 - c) ESI remittance challan with consolidated breakup details of the respective month.
 - d) EPF remittance challan with consolidated breakup details of the respective month.
 - e) GST payment challan to be submitted along with the bills of the respective month
 - f) All remittance proofs for the bank activity of the personnel/employees deployed for the respective month are to be duly signed and submitted along with the bills
2. The contractor shall be paid for the actual quantity of work done, as measured at the site including any deviation plus or minus. The rate of any non-schedule items (i.e. extra items) shall be derived as per the conditions of this contract.
3. Income Tax and other statutory levies as applicable from time to time will be deducted from the bills of the successful bidder.
4. In case of any delay in the processing of the bills, the successful bidder shall be required to ensure the payment of the monthly remuneration and statutory due to the personnel deployed by the agency in due time and there should be no linkage between this payment and the settlement of the contractor's bill from the Institute.
5. Under any circumstances, no advance payment will be made.
6. The contractor needs to provide details of his Bank Account number, name and address of the bank, Branch and Branch Code, IFS code, etc., to facilitate payment through a bank (digital payment).
7. The applicable TDS/Income Tax and penalties if any shall be deducted from the running / final bill.
8. The contract is purely a work contract. The contract value shall remain unaltered during the validity of the contract.

3.8 Key factors to be considered during bid submission:

1. The tender shall be valid for 120 days for acceptance from the date of opening of the technical bid and withdrawal in between shall entail the forfeiture of Earnest Money Deposit.
2. Tenders containing overwriting or erasing, without authentication with full signature in the page(s) of “Schedule of Rates” (Financial Bid) and amount/quantity not shown in figures and words will be liable for rejection.
3. The rates quoted in the tender by the tenderer shall be in figures as well as in words. In case of a discrepancy in the rate between the figure and words, the value written in words shall be taken as the final quoted rate.
4. Tenders with rates in units different from those prescribed in the “Schedule of Rates” and
5. Price Bid (BOQ) not received in the prescribed format shall be disqualified.
6. The rate in the tender shall cover/include all statutory duties/taxes/levies etc. As on the closing date of tender excluding GST, unless specified.
7. Conditional tenders either in Part – I or Part – II of the tenders shall be liable to be rejected.
8. Any request from the bidder in respect of any additions, alteration, modification, correction, etc. of either terms and conditions or quoted rate, after the opening of the technical bid, shall not be entertained under any circumstances.
9. By submitting a bid, the bidder will be deemed to have satisfied himself that the rate quoted by him in the tender will be adequate to complete such work according to the specifications and conditions attached and all conditions and difficulties that may arise during its progress/execution have been considered. Any complaint in this regard after submission of the offer shall not be entertained.
10. Canvassing in any form is strictly prohibited and the bid submitted by the tenderer who resorts to canvassing will be liable for rejection.
11. The Authority of NIT Rourkela reserves the right to accept/reject any or all bids without assigning any reason thereof or divide the work with multiple bidders on acceptance of the lowest price.
12. Proprietary firms, Registered Firms, Registered Partnership Firms, Private Limited Companies, Public Limited Companies, Co-operative Societies, etc. formed after the publishing date of the tender are not eligible.
13. It shall be the responsibility of the person/firm submitting the tender to ensure that the tender has been submitted in the format as per the terms and conditions prescribed in the Institute website and no change is made therein after submission of the tender. In the event of any doubt regarding the terms and conditions/ format, the person concerned may seek clarification from the authorized officer of the Institute. In case any tampering / unauthorized alteration is noticed in the submitted tender documents, the said tender shall be rejected straightway.
14. Before submitting the tender, the tenderer should ensure that the details/documents are submitted as per the checklist.
15. **For any technical queries, please contact:**

Prof. Sudipta Maity

Professor In Charge (Telephone), Telephone Exchange,
NIT Rourkela, Rourkela, Odisha - 769008

Phone: 0661246-2222, 0661246-2475, Mob: +91 8013076123

Email: pic-telephone@nitrkl.ac.in & maitysudipta@nitrkl.ac.in

4. GENERAL TERMS AND CONDITIONS OF CONTRACT

4.1 Definitions

1. **Approved** means approved in writing, including subsequent confirmation of previous verbal approval.
2. **Competent Authority** means the Director, NIT Rourkela, or any officer authorized in this regard.
3. **Contract** means the Invitation to Tender, Instructions to Tenderers, General Conditions of Contract, Special Conditions of Contract, Scope of Work showing approximate quantities, tender submitted by the tenderer including his price offer, Performance Guarantee Bond and other Bonds, Letter of Acceptance, Work Order and any communication having the effect of amendment of the contract, and the contract agreement, unless otherwise specified.
4. **Contract Rate / Price** means the sum named in the tender that has been accepted subject to such additions thereto or deductions therefrom as may be made during the tender evaluation or thereafter.
5. **Contractor or Agency or Firm or Company** means “The Tenderer” whose tender has been accepted and includes the Contractor’s authorized representative, successors, permitted assignees, and legal heirs.
6. **Director** means and includes the Director of NIT Rourkela or his authorized representative.
7. **Duration of Contract / Contract Validity** means the period stipulated in the contract or work order and includes any extended period thereof, if any made through a written communication.
8. **NIT** means National Institute of Technology, Rourkela represented through an authorized officer for this contract or Director as the case may be.
9. **Authorized officer / Representative** Means and includes Registrar, PIC (Telephone Exchange), Professor In Charge (Telephone Exchange) of NIT Rourkela authorized or designated for this contract.
10. **Institute** means National Institute of Technology Rourkela. (in short NITR).
11. **Notice in writing** or written notice including notice in digital mode means a notice in written, typed, or printed characters sent or emailed (unless delivered personally or otherwise proved to have been received) by registered post/courier (with POD) to the notified address or the Registered office of the addressee, or the contractor’s site office and shall be deemed to be sufficient service if so sent or left at that address.
12. **Terms and Conditions** means the General Terms and Conditions of the Contract (GCC) herein mentioned and other stipulations incorporated in any part of the tender document and/or agreement.
13. **Tender** means an offer against enquiry/ advertisement/Notice Inviting Tender submitted by the tenderer in a single part or multiple parts like Techno-commercial part, price bid part.
14. **Tenderer** means and includes the person or firm or company who has submitted a valid tender and also includes its authorized representatives, heirs, executors, administrators, successors, and assignees as approved by the employer.
15. **Work** means all work given in the Scope of Work in the tender documents and includes any associated work required for the fulfillment of the Scope of Work and as set forth and required by the specifications and such additional instructions issued from time to time during the progress of the work.

4.2 Responsibilities of NITR Officials:

NITR’s representative must watch and oversee the work. He / She shall have no authority to relieve the contractor of any of his duties or obligations under the contract except through explicit written order under the contract or to order any work involving any delay or extra payment by NIT Rourkela not to make any variations in the works.

4.3 Assignment and Sub-Contracting:

1. The contractor shall not assign the contract, or any part thereof, any benefit or interest therein to any third party without prior written consent of NIT Rourkela Officials.
2. The contractor shall not sub-contract the works without the written consent of NIT Rourkela and such consent if given shall not absolve the contractor from responsibility, liability, or obligation under the contract and he shall be responsible for the act defaults or neglects of any sub-contractor, his agents, servants, or workman as fully as if they were the acts defaults, or neglects of the contractor, his agents, servants or workman.

4.4 Contract Documents:

1. **Documents mutually explanatory:** The several documents forming the contract are to be taken as mutually obligatory of one another and interpreted harmoniously, and in case of ambiguities or discrepancies, the same shall be clarified by NIT Rourkela who shall thereupon issue to the contractor instructions /directions indicating the manner in which the work is to be carried out.
2. **Further instructions:** The representative of NIT Rourkela shall have full power and authority as delegated to him to issue to the contractor, from time to time during the progress of the work, such further instructions as shall be necessary for the purpose of proper and adequate execution of the work and the Contractor(s) shall carry out and be bound by such further instructions.

4.5 General Obligations of the Contractor:

1. **Sufficiency of Tender:** The contractor shall be deemed to have satisfied himself before submitting the tender as to the correctness and sufficiency of his tender for the works and of the rates stated in the tender schedule which shall cover all his obligations under the contract and all matters things necessary for the proper completion and maintenance of the work.
2. **Bankruptcy and Breach:** A contract if the contractor becomes bankrupt or has an order for appointment of any receiver made against him or shall present any position bankruptcy or shall make an arrangement with or assignment in favor of his creditors or shall agree to carry out the contract under a committee of inspection of his creditors or being a corporation shall go into liquidation (other than voluntary liquidation, for the amalgamation, absorption or reconstruction) or if the contractor assigns the contract without the prior consent of NIT Rourkela or it is found that the contractor.
 - a) has abandoned the contract or;
 - b) without reasonable explanation has failed to commence the work or has suspended the Progress of the works for 7 days after receiving written notice to proceed or;
 - c) is not executing the works in accordance with the contract or is persistently or flagrantly neglecting to carry out his obligations under the contract or;
 - d) has to the detriment of good workmanship or in defiance of NIT instructions to the contrary sublet any part of the contract or;
 - e) otherwise failed to perform his part of the contract according to the true intent and meaning thereof.
3. **Illegal gratification, breach of contract:** The contract may also be terminated and the Contractor shall be liable to make good any loss or damage resulting from such cancellation, if any bribe gratuity, gift, loan reward or advantage pecuniary or otherwise shall either directly or indirectly be given, promised or offered by the contractor or any of his servants or agents to any person employed by NIT Rourkela in any way directly or indirectly interested in the contract or if the Contractor has committed a breach of any of the terms of the contract.
4. **Code of Integrity:** All bidders are required to adhere to the Code of Integrity for Public Procurement in accordance with the regulations issued by the Government of India. Any violation of this code may lead to punitive actions, including contract cancellation, banning, blacklisting, or other actions initiated by NIT Rourkela as per extant rules.
5. **Debarment of Business Dealings:**
 - a) As per the Rule 151 of GFRs 2017 a bidder shall be debarred if he has been convicted of an offence
 - i. Under the Prevention of Corruption Act, 1988; or
 - ii. The Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of the execution of a public procurement contract.
 - b) If a bidder debarred under the aforementioned clause then the bidder or any successor of the bidder shall be ineligible to participate in the procurement processes of NIT Rourkela for a period as decided by the Competent Authority with a maximum ceiling of three years commencing from the date of debarment.

- c) NIT Rourkela reserves the authority to debar a bidder or any of its successors from participating in procurement processes for up to two years if it is determined that the bidder has violated the code of integrity, as outlined in Rule 175 of GFRs 2017.
 - d) The Institute will maintain a list of debarred entities, which will also be publicly accessible on its website and may forward to the appropriate ministry/ department for hosting it in their domain.
 - e) The Institute adheres to the guidelines of the Ministry of Finance vide Office Memorandum No. F.1/20/2018-PPD, dated 02/11/2021 for the purpose of debarring firms from bidding and participating in the procurement processes.
- 6. Cartel:** If it is found that the tender price is rigged by cartel formation, the tender process/tender of the cartel group shall be cancelled. (Cartel means quoting price in connivance to influence the bid).
- 7. Completion Certificate:** The contract shall not be considered complete until a Completion Certificate has been signed and issued to the contractor stating that the works have been completed by the terms of the contract. The Contractor has to submit a no-dues certificate evidencing the closure of the contract.
- 8. Notice:**
- a. **Service of notice on Contractor:** Any notice given to the Contractor under the terms of the contract shall be served to his representative by registered post/courier or by hand of its registered office or at the Contractor's site office.
 - b. **Service of notice on NIT Rourkela:** Any notice to be given to NIT Rourkela under the terms of the contract shall be served by sending the same by speed post/registered post/courier to the office of Registrar, NIT Rourkela – 769008, Odisha.
 - c. **Change of Address:** Any change of address of the Contractor shall immediately be notified to the Registrar, NIT Rourkela – 769008, Odisha.
- 9. Safety:**
- a. The Contractor will be responsible for ensuring the safety of the people working under them.
 - b. Except in special circumstances (to be recorded in writing and with due approval) the contractor will not be allowed to employ a subcontractor / petty contractor.
 - c. If required Contractor will employ a supervisor with specifically assigned duties for ensuring safe working and will inform in writing.
- 10.** For violation of safety norms, the penalty may be imposed on the Contractor. The penalty shall be decided after investigation and obtaining the report from the committee constituted for the purpose.
- 11. Policing of work:** Should the general conduct of the works including the Premises of NIT Rourkela under the occupation of the Contractor lead to violation of any of the provisions of the Indian Penal Code either in consequence of riotous or illegal proceeding of the contractor's labour or supervising staff or others to such an extent as to necessitate the deployment of Special Police or Magistrate the cost of such extra forces is to be defrayed by the Contractor and not by the employer.
- 12. The Law in Force in Relation to Contract:** The contract or amendments thereof entered between the Principal Employer and the Contractor under the contract shall be governed and regulated by the relevant laws for the time being in force in the territory of India relating to contracts.
- 13. Statutory Obligation:** The Contractor shall comply with all statutes, rules, regulations, by law, and orders of statutory authority as per GoI guidelines.
- 14. Arbitration:**
- All disputes or differences of any kind whatsoever arising out of or in connection with the contract work during the subsistence of the contract or otherwise, shall be governed by the provisions of ARBITRATION AND CONCILIATION ACT, 1996, and any statutory rules/amendments thereof.
- 15. Jurisdiction and Right to Amend the Rules:**

- a. The Institute reserves the right to amend the rules whenever and wherever considered necessary & appropriate. The same shall be intimated to the firm in due course of time which shall be final and binding on the firm.
- b. The Institute rules shall be binding for the execution of the contract. If differences persist ever after arbitration & there are compelling reasons to go to the court, it will be decided in the Court of Rourkela only.

16. Contract Validity:

- a. The contract period will be for **THREE (03)** subject to satisfactory performance and review assessment at the end of each year by Professor In Charge (Telephone Exchange).
- b. If the successful firm fails to initiate the job within one calendar month from the date of issue of the work order, the work order shall be cancelled immediately without assigning any reason thereof along with forfeiture of the Performance Security.
- c. At any stage during the tenure of the contract if the agency intends to withdraw the service the same may be addressed to the Registrar NIT Rourkela.
- d. The notice for withdrawal of the contract will be a minimum of 60 days from the date of confirmation given to the Institute in writing. The Performance Security shall be forfeited and the next eligible bidder shall be offered.

17. Contractor's Background:

Persons convicted for any criminal offense involving moral turpitude/economic offenses (other than freedom struggle) would not be eligible for the execution of an allotment Contract and if such a person procures any Contract by suppression of information, it will be cancelled.

18. Liabilities, Control, etc. of the Persons Deployed for the Service:

- a. The personnel presented to the Institute by the agency should be of good character and should not have any Police records/criminal cases against them.
- b. **Medical Fitness:** The service provider must ensure that personnel presented at NIT Rourkela are medically fit to perform their duties. NIT Rourkela will not bear any expenses related to the medical fitness assessments, medical expenses, or other costs associated with ensuring that the personnel meets the necessary medical and legal standards. These costs are the sole responsibility of the service provider.
- c. **Compliance with Labour Laws:** The service provider is required to strictly follow all applicable labour laws, rules, and regulations concerning the deployed personnel. This includes ensuring that the rights and welfare of the personnel are safeguarded according to applicable laws.
- d. **Liability for Non-Compliance:** Any liability that may arise from the service provider's failure to comply with the medical fitness requirements or labour laws will fall solely on the service provider. NIT Rourkela will not be held responsible for any such liabilities, whether they are financial or otherwise.
- e. The persons deployed shall neither have nor shall claim, any benefits/ compensation/ absorption/ regularization/ appointment of services from/in NIT Rourkela under the provision of the Industrial Disputes Act 1947 and Contract Labour (Regulation & Abolition) Act, 1970. This also includes any claim of compensation, or interest thereon, for injury, temporary or permanent disability, or death under any Law. All other statutory requirements in respect of any personnel/employees of the agency shall be the responsibility of the agency and these must be taken into account while making the financial proposal. All such liabilities are those of the outsourcing agency as the employer and therefore, all such claims shall be made only with the agency, and the Institute will not bear these liabilities for any reason whatsoever.

19. Risk And Cost:

- a. **Poor Performance and Non-compliance:** If the service provider fails to meet the requirement or operational standards as defined in the scope of work, NIT Rourkela shall immediately take over the job, either partially or entirely, at the contractor's expense as mentioned in the scope of work.
- b. **Claims of Ignorance or Oversight:** The agency cannot claim that they were unaware of their liabilities or that any rules were missed by oversight. The contract provides adequate opportunities for bidders to understand all obligations and seek clarifications. If any issues arise after the contract is awarded, the agency will be liable for damages, as decided by the institute.

- c. If the contractor fails to comply with the terms of the contract, NIT Rourkela shall recover damages as deemed fit and also use the Performance Security deposit to cover financial obligations to deployed personnel, as per applicable government laws. The agency must replenish the Performance Security if used.
- d. **Loss or Damage Caused by Personnel:** In case, the deployed personnel cause any loss to NIT Rourkela, the service provider must bear the cost of the loss. The Director of NIT Rourkela has the authority to deduct the appropriate amount from the agency's bill or Performance Security. Additionally, frequent lapses by personnel could lead to contract termination or other actions, at the discretion of the Director.
- e. **Negligence and Termination of Contract:** If the service provider fails to execute the contract as per the terms & conditions, NIT Rourkela can hire an alternate source to complete the service at the risk and cost of the service provider. The contract may be terminated, and the agency may face blacklisting or debarment due to non-compliance to the terms and conditions of a WO/Contract.

20. Fore-closure/Termination of the service contract in full or part:

- a. NIT Rourkela reserves the right to terminate the contract at any time as per the conditions laid down in the following section. On termination of the contract, the manpower engaged by the firm shall also be presumed as terminated.
- b. By giving one month's notice by the Institute to the agency without assigning any reason thereof.
- c. The agency/firm not performing its duties properly as per the agreed terms and conditions of the contract.
- d. For committing a breach of the terms & conditions of the contract or assigning the contract or any part thereof or benefit or interest therein or hereunder by the agency to any third party for subletting whole or part of the contract.
- e. On the agency being declared as insolvent by the court of law. During the notice period of the contract in the situation contemplated above, the agency shall keep discharging its duties as before till the expiry of the notice period. On termination of the contract, it shall be the duty of the contractor to ensure that no person creates any disruption / hindrance / problem of any nature to NIT Rourkela.

21. Cancellation of Tender:

Notwithstanding anything specified in this tender document, NIT Rourkela at its sole discretion without assigning any reasons, reserves the rights.

- a. To accept or reject the lowest bidder or any other bidder or all the bidders.
- b. To accept any bid in full or in part.
- c. Float/ initiate a parallel tender for identical requirements.
- d. Cancel the tender at any stage.

22. Indemnity:

The agency service provider is responsible for all involved risks, liabilities, and obligations arising out of this contract under any provisions of law in force from time to time. Under no circumstances the NIT Rourkela shall be held liable for any mishap, injury, accident, or death (s) of supplied manpower during duty and even off-duty time. The firm/agency shall have all the responsibility in all cases. The Service Provider/Agency shall be liable to pay the compensation as per the provisions of the Act, Laws, or Rule (as applicable) of land. In case of loss to the Institute due to negligence of the manpower deployed the same may be recovered from the Service Provider/Agency.

23. Liquidated Damages (LD):

- a. If there is any damage to the Institute property or any other financial burden on the Institute because of willful or negligent action by the contractor or its personnel/employees, the Institute shall be entitled to recover ten times the cost as compensation from the contractor and may adjust/recover from the dues of the contractor.
- b. The agency/firm/contractor shall ensure execution as per the frequency indicated in the scope of work. The institute authorities shall inspect the Institute area from time to time to assess the performance of the Contractor. If any deficiency in work/service is observed, the Professor In Charge (Telephone Exchange) may assess the value of the deficiency and recommend appropriate liquidated damages to be levied from the bill. Such damages will typically be twice the value of the deficiency to account for the administrative

cost and hardship to the users. The cost of the LD shall include not only the savings to the contractor in materials, equipment usage, and personnel but also the consequence of poor performance by the contractor's personnel and poor supervision. In case of a dispute in assessment, the decision of the Director, NIT Rourkela shall be final and binding. For any deviation from the contract or any job not performed or left out or default or any delayed performance/ unsatisfactory performance, the agency/firm/contractor shall be liable for liquidated damages subject to a minimum limit of 0.5% and a maximum of 10% of the monthly billed value.

24. Operational Guidelines of the Contract:

- a. After the award of the contract, the contractor shall mobilize the resources for the execution of the work within the prescribed time as per the terms of the contract.
- b. The contractor shall strictly adhere to the scope and shall ensure the detailed deliverables as per the frequency indicated in the contract.
- c. The contractor, while carrying out their responsibilities, shall adhere to the instructions provided by the Professor In-charge (Telephone exchange)/ Engineer from time to time.
- d. The NIT Rourkela shall provide storage space for the agency/firm/contractor at a suitable place inside the campus as per availability. The agency/firm/contractor shall ensure that all the tools/tackles along with required consumables etc. are kept at the appropriate place, specified for the purpose.
- e. The personnel deployed for the said work shall ensure the cleanliness of their workplace.
- f. Utmost care is to be taken while working to avoid any damage to the equipment, fixtures, and accessories installed in the premises and in case of any damage, the same is to be repaired/replaced to make the same normal/functional to its original state, at the cost of agency/firm/contractor and the agency/firm/contractor shall be liable to compensate the loss, if any to the NIT Rourkela, which shall be recovered from the bills accrued to the agency/firm/contractor.
- g. The agency/firm/contractor shall obtain written permission in respect of all its staff and officials for entry and work inside the campus premises and shall maintain records in this regard.
- h. The agency/firm/contractor shall ensure that proper discipline is to be maintained by the staff and officials engaged by the agency/firm/contractor, and they shall have to behave soberly at all times while functioning inside academic and administrative buildings. The conduct, safety, and security of the staff and officials shall be the sole responsibility of the agency/firm/contractor.
- i. The assets and equipment provided by the Institute shall be the property of the Institute and the agency/firm/contractor shall be merely the custodians of such assets and equipment. On termination/expiry of the contract. Any such property shall be handed over to the Institute in proper working condition.

CHECKLIST FOR PREPARATION OF TENDER

Sl. No.	Particulars	Yes / No
01	Have you filled and signed the details and enclosed relevant documents?	
02	Have you read and understood various conditions of the tender and willing to abide by them?	
03	Have you submitted a tender fee of INR 1,500/- through offline mode of the e-Procurement module of the CPP Portal? The same should reach the Institute within the due date and time physically in the shape of a demand draft (DD).	
04	Have you submitted an EMD of INR 1,00,000/- through offline mode of the e-Procurement module of the CPP Portal? The same should reach the Institute within the due date and time physically in the shape of a demand draft (DD).	
05	Have you taken a print of all the sections & annexures of the tender in the prescribed paper size and signed on all pages of the tender document and submitted it in the e-Procurement module of the CPP Portal?	
06	Have you attached proof of having met the eligibility criteria?	
07	Have you attached a self-attested copy of the documents to show the financial status?	
08	Have you attached a copy of the registration certificate with Government bodies like IT, GST, EPFO, ESIC, Labour license, or Legal Entity?	
09	Have you attached a copy of the self-attested work order along with an experience, satisfactory performance report, and completion certificate (as applicable) issued by the organizations / Govt. Departments or any other reputed PSUs?	
10	Have you attached all the supporting documents along with the technical bid as per the clause?	
11	Have you attached the proof of authorization to sign on behalf of the Bidder?	
12	Has your techno-commercial bid been submitted as per the requirements of the tender?	
13	Is your Price Bid (BOQ) submitted as per the prescribed MS Excel format in the e-Procurement module of the CPP Portal?	
14	Have you submitted the tender documents in two parts with the respective cover in the e-Procurement module of the CPP Portal?	

Signature of the Tenderer

PROFORMA FOR TECHNICAL BID

Sl. No.	Particulars	Document is Attached (Yes / No)	Page No.
01	Details of the Firm		
02	Valid OEM Authorized Letter/Licence.		
03	Tender Fee		
04	EMD / EMD Exemption Document		
05	Incorporation/Registration certificate of the company		
06	GST Registration No. (attached self-attested copy)		
07	EPF, ESIC, Labour License Registration No. (attached self-attested copy)		
08	PAN & Bank details (attached self-attested copy)		
09	Tender acceptance letter (Annexure-IV)		
10	Non-Blacklisting undertaking (Annexure-V)		
11	Satisfactory service performance certificate/reports of similar works preferably from the Govt. organizations / PSUs (at least one report on the letterhead of the clients under the signature of the authorized signatory with seal. (attach separate list if necessary) (Annexure-VI).		
12	The bidder should have executed similar works/services during the last seven financial years ending on 31/03/2024 preferably in any Government / Semi-Government / Autonomous Bodies / PSUs. Interested bidder(s) may participate along with sufficient proof of experience. A copy of the Work Orders / Service Orders along with experience and satisfactory performance certificate against the respective work order should be produced in support of their experience. Only work order without a satisfactory performance report shall not be counted as a valid experience (Annexure-VII).		
13	The Bidders should have a minimum average annual turnover as per the tender document in the last three financial years i.e. Financial Year 2021-22, 2022-23, 2023-24. All financial documents submitted must be duly certified by a Chartered Accountant. The firms must be willing and/or capable of sustaining themselves financially until bills are processed and payments are released. (Annexure-VIII).		
14	Company details (Annexure -IX)		
15	Bid Security declaration for EMD-exempted bidders (Annexure-X)		

NOTE: Please refer to the Main Tender Document for the documents to be submitted by the Bidder along with the technical bid. All the above details are required to be compulsorily attached with the form, which is necessary for the evaluation of the technical bid failing which the technical bid shall be disqualified.

Signature of Tenderer

Format for financial / Price Bid/ BOQ**[Should only be uploaded in the Price Bid Cover. Not to be enclosed with the techno-commercial Bid]**

[Validate](#)
[Print](#)
[Help](#)

Item Rate BoQ

Tender Inviting Authority: Registrar, NIT Rourkela

Name of Work: Routine, Preventive and Breakdown Maintenance of Telephone Exchange including all Telephone Exchange Installations at NIT Rourkela

Tender Notice No.: NITR/PW/TL/2025/348 Date: 16/05/2025

Name of the Bidder/ Bidding Firm/ Company :							
PRICE SCHEDULE							
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)							
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #	
Sl. No.	Item Description	Quantity	Units	BASIC RATE n Figures to be entered by the Bidder inclusive of all the charges except GST in Rs. P	TOTAL AMOUNT Without Taxes	TOTAL AMOUNT In Words	
1	2	4	5	6	7	8	
1	Mitel MX -One Extension 3rd party device (Annexure - XI)	400.000	Nos		0.00	INR Zero Only	
2	Mitel MX -One User and Mitel MX -One MP SW Mgr Provisioning managed user (Annexure - XI)	400.000	Nos		0.00	INR Zero Only	
3	Mitel MX -One TS Tel User SWA Adv 1y (Annexure - XI)	400.000	Nos		0.00	INR Zero Only	
4	Mitel MX -One Prov Mgr User SWA Adv 1y (Annexure - XI)	400.000	Nos		0.00	INR Zero Only	
5	CUBE call billing software (Annexure - XII)	1.000	Nos		0.00	INR Zero Only	
6	AMC for 3 years (Annexure - XIII)	3.000	Years		0.00	INR Zero Only	
Total in Figures					0.00	INR Zero Only	
Quoted Rate in Words					INR Zero Only		

(ON THE LETTERHEAD OF THE FIRM)

DECLARATION
(TENDER ACCEPTANCE LETTER)

To,

The Registrar,
National Institute of Technology Rourkela
Rourkela – 769008
Odisha

Sub: Acceptance of all the terms & conditions of the tender.

Ref.: Tender for Routine, Preventive and Breakdown Maintenance of Telephone Exchange including all Telephone Exchange Installations at NIT Rourkela.

1. I/We have downloaded/ obtained the tender document(s) for the above-mentioned “Tender/Work” from the CPP Portal or NIT Rourkela website (s).
2. I/We have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.
3. The information/documents furnished for this tender are authentic to the best of my knowledge and belief.
4. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter.
5. I/We hereby unconditionally accept the tender conditions of the above-mentioned tender document(s)/ corrigendum(s) in its totality/entirety.
6. I / We/ are aware of the fact that furnishing of any false information / fabricated documents would lead to rejection of my / our tender at any stage besides any liabilities towards prosecution under the appropriate law.

Date:
Place:

Signature of Authorized person

Full Name:
Designation:
Seal

(ON THE LETTERHEAD OF THE FIRM)

SELF DECLARATION – NON-BLACKLISTING

To,
The Registrar,
National Institute of Technology Rourkela
Rourkela – 769008
Odisha

Ref: Tender for Routine, Preventive and Breakdown Maintenance of Telephone Exchange including all Telephone Exchange Installations at NIT Rourkela.

Dear Sir,

I / We, Proprietor/Partner(s) / Director(s) of M/s., hereby declare that the Firm/Company namely M/s has not been blacklisted or debarred / no Police Case or Vigilance inquiry pending or ever been punished by any Hon“ble Court / no due towards Income Tax declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period as on the date by NIT Rourkela or any other Govt. Organization/PSU/Central Autonomous Body from taking part in tenders.

We further declare that presently our Firm/Company M/sis not blacklisted or debarred and not declared ineligible for any reason by any State / Central Government / PSU/Autonomous Body on the date of bid submission including violation of relevant Labour Laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our Performance Security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be debarred from bidding in future against any other tender.

Date:
Place:

Signature of Authorized person
Name
Designation with agency seal

(ON THE LETTERHEAD OF THE ISSUING ORGANIZATION)**PERFORMANCE REPORT**

Performance report/experience certificates form for the completed and in progress during the last 7 years (attach copies of work order/agreement – Please use different sheets for different organizations and may be followed as per requirement).

1	Name of the Firm/Agency	
2	Name of the work / Project & Location	
3	Nature of Work	
4	Agreement No. / Work Order <i>(Please enclose a copy of the work order with the Authorized Signatory)</i>	
5	Tendered Cost	
6	Value of work done	
7	Tenure of the contract	
8	Date of Commencement of aWork	From: _____ To: _____
9	Date of Completion <i>(Please mention “under progress/ continuing” if not completed)</i>	
10	Performance report based on the quality of similar services <i>Please select any one (Excellent / Good / Satisfactory / Bad / Very Bad)</i>	

Note: Bidder must submit the performance report on the above format.

Date:

**Head of the Department or
Equivalent with seal & signature**

Experience

Bidder's Experience details during the last three Financial years				
Financial Year	Name of the work	Purchase Order No. & Date (Copy of Work Orders to be attached)	Date of successful completion of Work (copy of report from client to be attached)	Contact Details of Client
2019-20				
2020-21				
2021-22				
2022-23				
2023-24				

NOTE: *In case of ongoing projects/works please mention continuing and enclose the experience certificates*

Date:

Place:

**Signature of Authorized person
Designation with agency seal**

Annual Turnover

Bidder's Annual Turnover details for the last Three Financial years			
Financial Year	Turnover in Rs.	Remarks	Please submit documentary evidence like an Audited Balance Sheet, Profit & Loss Statement, and Income Tax Return (ITR) etc. for the last three financial years. All financial documents submitted must be duly certified by the Chartered Accountant with this Annexure.
2021-22			
2022-23			
2023-24			

Date:**Place:**

**Signature of Authorized person
Designation with agency seal**

COMPANY DETAILS

Name of the bidder		
Date of Incorporation / Registration details		
PAN Number		
GST Registration Number		
Bidder's Bidding Capacity for the tendered items (As a Manufacturer/Trader/ dealer/channel partner/system integrator/Service provider etc.)		
Bank Details	Account Number	
	IFS Code	
	Bank Name	
	Branch Name	
Registered Office Address		
Authorized Signatory Details (Company/Firm Authorization by the competent authority, to be attached)	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	

Date:**Place:****Signature of Authorized person
Designation with agency seal**

(ON THE LETTERHEAD OF THE FIRM)

BID SECURITY DECLARATION

To,
The Registrar,
National Institute of Technology Rourkela
Rourkela – 769008
Odisha

Ref: Tender for Routine, Preventive and Breakdown Maintenance of Telephone Exchange including all Telephone Exchange Installations at NIT Rourkela

Dear Sir,

We, the undersigned declare that

1. We understood that, according to the tender conditions, bids must be supported by a Bid Security Declaration.
2. We accept that we will automatically be suspended from being eligible for bidding in any contract with the Institute for the period of 3 years or as per decided by the NIT Rourkela starting from the bid closing date, if we are in breach of our obligation(s) under the bid conditions, because we;
 - a. have withdrawn our bid during the period of bid validity specified in the letter of bid; or
 - b. having been notified of the acceptance of our bid by the institute during the period of bid validity, (i) fail or refuse to execute the contract, or (ii) fail or refuse to furnish the performance security, in accordance with the tender conditions.

Date:

Place:

Signature of Authorized person
Name
Designation with agency seal

MiVoice MX-ONE

Driving the Mobile Enterprise

The MX-ONE is a complete SIP-based communications system scalable from 100 to 500,000 users with a fully distributed architecture for deployment flexibility. The integration of voice, video and data with mobile capabilities provide increased efficiency and operation flexibility. The same wide range of services and features are available for both on-premises or cloud-based deployments of the MX-ONE solution.

Building Blocks

MiVoice MX-ONE consists of three basic components:

- MiVoice MX-ONE Service Node
- MiVoice MX-ONE Media Gateway / Media Server (hardware/software-based)
- MiVoice MX-ONE Management Suite

MIVOICE MX-ONE SERVICE NODE OPTIONS

The MiVoice MX-ONE Service Node is the heart of the MiVoice MX-ONE solution. The high-capacity MX-ONE Service Node call server software—either virtualized or running on a standard server platform—can handle up to 15,000 SIP users and 15 media gateways in a single server configuration. Multiple MX-ONE Service Nodes and media gateways can be combined to form a single logical system and deployed either as a large centralized system or as a distributed system with many servers and media gateways spread over a geographically dispersed area.

MX-ONE SERVICE NODE AS A "SOFTWARE-ONLY"

The MiVoice MX-ONE Service Node can be delivered as a "software only" option with media kits for standard Intel® servers or as virtual appliance for VMware environments.

TURN-KEY SERVER SOLUTION

The MiVoice MX-ONE Service Node and MX-ONE Media Server software can be delivered in a turn-key server solution based on Dell PowerEdge R320/330 servers.

Highlights

- Tailor-made solution for medium to large Enterprise
- MiVoice MX-ONE Service Node - different options depending on customer needs
- Application Server Unit - optional Service Node hardware platform (server board)
- MX-ONE Media Gateways - both software- and hardware-based options
- On-premises or cloud-based deployment options
- Powerful redundancy options with high security
- Single point of entry for system management

APPLICATION SERVER UNIT (ASU)

The ASU, an Intel-based server board, can be delivered as a part of MX-ONE Lite or MX-ONE Classic media gateway chassis, or separately as a 1U appliance. It is primarily used to host the MiVoice MX-ONE Service Node and MX-ONE Media Server software, but can also be used for other applications.

ASU LITE

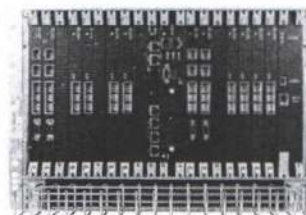
An optional server model for remote MX-ONE sites with a single media gateway chassis (e.g. remote offices with an MX-ONE Lite or MX-ONE Classic configuration). It is also the preferred choice for single site MX-ONE deployments with up to 1,000 users. Furthermore, the ASU Lite server is included with the Survivable Branch Node (SBN) bundles, offering survivability and local hop-off for branch offices equipped with IP/SIP phones.



MX-ONE 1U



MX-ONE Lite



MX-ONE Classic

Chassis with embedded Media Gateway unit



Powering connections

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 Wcahu
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 S. Naily
 12/03/2025

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MX-ONE Media Gateways

MX-ONE 1U chassis is the choice for pure IP environments. There is also room for one additional extension board and one MGU2 board in case of ISDN connection.

MX-ONE Lite – 3U chassis, more suitable for IP environments and branch office scenarios with the space for one MGU2 board, one ASU, plus three or five TDM boards, depending on whether an external server is used or not.

MX-ONE Classic – 7U chassis, fitted with an MGU2 board, targets mainly mixed environments with space for up to 16 legacy boards.

MEDIA GATEWAY UNIT (MGU)

The Media Gateway Unit version 2 (MGU2) is a compact media gateway board that is inserted in an MX-ONE chassis, providing DSP resources and access to the traditional PSTN network. Its primary function is to perform the transcoding between TDM and IP/SIP-based endpoints in an MX-ONE network. Additionally, it provides the switching fabric for legacy subscriber endpoints located in the MX-ONE chassis. Like the MX-ONE Media Server, the MGU2 also handles media services, such as conferencing, tone detection/sending and RVA.

MX-ONE MEDIA SERVER

The MX-ONE Media Server is a software-based media gateway that provides the Service Node with RTP media resources and manages protocol conversion between IP-based endpoints, using different protocols (e.g. H.323 and SIP). It resides either in the Service Node server or in a separate Linux server. In an IP/SIP deployment, it handles

media services such as conferences, tone detection/generation and RVA. With the software-based media gateway, SIP trunks are used for access to the PSTN.

MX-ONE MANAGER SUITE

MX-ONE Manager Suite offers a complete range of applications for administrators and end-users. MiVoice MX-ONE appears as one single system regardless of the number of servers and media gateways (MGW).

For more information, please refer to the MiVoice MX-ONE Management Suite brochure.

Virtualization

It is possible to run the MiVoice MX-ONE Service Node, MX-ONE Media Server and Mitel's Unified Communications and Collaboration (UCC) applications as virtual machines in a customer VMware environment. This enables IT departments to integrate their real-time communications-as-a-service in the cloud. Based on virtualization, cloud services or Software-as-a-Service eliminate the need for organizations to build or buy the IT infrastructure themselves. The consolidation of server hardware through virtualization reduces the server footprint, offering lower power consumption and cooling requirements as well as decreased physical space requirements. Virtualization also enables high availability options that can provide increased resiliency for real time applications. Currently, MiVoice MX-ONE uses VMware software as part of its virtualization solution. Mitel has verified complete solutions, including MX-ONE Service Node software, MX-ONE Media Server, as well as Mitel UCC applications (e.g. MiCollab UCC suite, MiContact Center Enterprise, MiCollab Advanced Messaging) running as virtual machines.

SERVER OPTIONS

PROCESSOR OPTIONS	COMMON CHARACTERISTICS
ASU - Intel Quad Core Processor 2.4 GHz with 16 GB RAM	1 or 2 SSD, minimum 120 GB, optional RAID 1
ASU-L - D525-1.8 GHz Intel ATOM dual core with 4 GB RAM	2 LAN ports (100 or 1000 MB/s); 1 VGA port; 4 USB 2.0 ports
Dell PowerEdge R330 - Intel Xeon E3-1220 v5 3.0 GHz, 8M cache, 4C/4T, turbo (80 W), 8GB RAM, 2133 (DDR4)	2 x 300 GB SAS HDD (RAID 1) 2 LAN ports (100 or 1000 MB/s); Internal DVD reader Redundant power supply

MEDIA GATEWAY UNIT (MGU)

PLATFORM	TECHNICAL CHARACTERISTICS
MGU2 board - Linux-based OS with Mindspeed processor for DSP services	4 E1/T1 PRI interfaces 2 LAN ports (10/100/1000 GB) 128 RTP resources (concurrent gateway calls) DTMF reception/detection, tone generation, conference, echo cancelling Manages RVA and TDM legacy boards (in the chassis) in the MGW



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*S. Malik
12/03/2025*

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Call Billing Software – Cube Software

Call Billing Solution

- Overview
- What is Call Billing
- USPs
- Why Call Billing
- Call Billing can be used in

Overview

Telecommunications generally represent the third largest monthly expense in an organization; of these, telephone calls typically account for 75% of this amount. Contemporary telephone systems provide information useful to help manage these expenses. Implementation of a control system to capture and provide access to this information is therefore essential. Call Detail Records (CDR) also called SMDR (Station Message Detail Record) produced by users' telephone systems is the basis of Call Billing System or Call Accounting. It is a proven method for costing and allocating telephone expenses.

What is Call Billing

CBS is a system that tracks all calls and provide instant information and analysis. It provides a simple and elegant PC based solution to the problem of excess billing and improper use of telephone facilities in any organization. With over 21 years of expertise in Call Accounting Solutions, CBS has almost all features everyone has been longing for.

Call Billing Software Developed by Cube Software is used for billing and monitoring of outgoing and incoming calls through EPABX at office, Hotels, Hospitals, Housing Societies and private EPABX exchange etc.

USPs

- Quick Call Dialer
- Lightweight software
- Integrations
- Report Wizard
- Call verification
- **Cut down on phone costs:** Reduce phone usage costs up to 30% with fewer and/or shorter calls.
- **Resource apportion:** Allocate telephone costs to departments or tenants based on actual usage.
- **Proper invoicing:** Bill back clients for calls made on their behalf with a documented evidence.
- **Employee regulation:** Review and manage employees with heavy telephone usage.
- **Agent utilization:** Determine if an agent has too few or too many telephone calls.
- **Internal supervision:** Monitor telecom expenses for a branch, department or extension.
- **Integrations:** Virtually integrates with any exchange like Alcatel, Siemens, Ericsson, Panasonic, Nitsuko, Toshiba, Nortel, AT&T, LG, Tadiran, NEC, etc.

- **Custom Reports:** Generate your own reports with sorting / analysis more relevant to you using Report Wizard.
- **Export Reports:** Front End Reporting Module generates various reports using this database in Tabular Form which can be viewed, printed or emailed.

How Call Billing works

Raw data received from the exchange is processed automatically by the Front end Call Billing software for various report generations. The system while processing the data calculates the cost of each call. The cost of the call is dependent on the time of the day, destination and duration. User has the flexibility to define different charging patterns for different types of extensions. Cost calculation of a call is user definable and flexible charging is allowed for local and outstation calls. The processed data now can be analysed by generating various types of reports and graphs.

Call Billing can be used in

- **Hotels:** The telephone service provided in the hotel room can be a revenue source for the hotel. Determine the phone usage of the patrons from the comprehensive report generated by CBS. Since the separate charging tables can be set for local, domestic and international calls, the hotels can charge differently for the kind of telephone use.
- **Hospitals:** Patients use phones in the ward for emergency intercom as well as often times for personal use. Hospitals can bill back patients for calls made outside the hospital upon discharge and present a CBS report as evidence in the invoice.
- **Housing Societies:** Residents use the landline to talk to their security guard and entrance gates for authorized access. With CBS, these telephony services can be charged per use basis.
- **Private EPABX:** Seldom, employees and workers misuse the work phone by using it for personal purposes, because employees are under an impression that the organisation would pay for it. CBS can be deployed in your organisation to curb this behavior.

What is Call Billing Solution

TBS is a system that tracks all calls and provide instant information and analysis. It provides a simple and elegant PC based solution to the problem of excess billing and improper use of telephone facilities in any organization. With over 21 years of expertise in Call Accounting Solutions, TBS has almost all features everyone has been longing for.

Telephone Billing Software Developed by Cube Software is used for billing and monitoring of outgoing and incoming calls through EPABX at office, Hotels, Hospitals, Housing Societies and private EPABX exchange etc.

USPs

- Quick Call Dialer
- Lightweight software
- Integrations
- Report Wizard
- Call verification

Why TBS

- **Cut down on phone costs:** Reduce phone usage costs up to 30% with fewer and/or shorter calls.
- **Resource apportion:** Allocate telephone costs to departments or tenants based on actual usage.
- **Proper invoicing:** Bill back clients for calls made on their behalf with a documented evidence.
- **Employee regulation:** Review and manage employees with heavy telephone usage.
- **Agent utilisation:** Determine if an agent has too few or too many telephone calls.
- **Internal supervision:** Monitor telecom expenses for a branch, department or extension.
- **Integrations:** Virtually integrates with any exchange like Alcatel, Siemens, Ericsson, Panasonic, Nitsuko, Toshiba, Nortel, AT&T, LG, Tadiran, NEC, etc.
- **Custom Reports:** Generate your own reports with sorting / analysis more relevant to you using Report Wizard.
- **Export Reports:** Front End Reporting Module generates various reports using this database in Tabular Form which can be viewed, printed or emailed.

TBS can be used in

- **Hotels:** The telephone service provided in the hotel room can be a revenue source for the hotel. Determine the phone usage of the patrons from the comprehensive report generated by TBS. Since the separate charging tables can be set for local, domestic and international calls, the hotels can charge differently for the kind of telephone use.
- **Hospitals:** Patients use phones in the ward for emergency intercom as well as often times for personal use. Hospitals can bill back patients for calls made outside the hospital upon discharge and present a TBS report as evidence in the invoice.
- **Housing Societies:** Residents use the landline to talk to their security guard and entrance gates for authorised access. With TBS, these telephony services can be charged per use basis.
- **Private EPABX:** Seldom, employees and workers misuse the work phone by using it for personal purposes, because employees are under an impression that the organisation would pay for it. TBS can be deployed in your organisation to curb this behaviour.

Salient Features

Cut down on phone costs



Reduce phone usage costs up to 30% with fewer and/or shorter calls.

Resource apportion



Allocate telephone costs to departments or tenants based on actual usage.

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Proper Invoicing



Bill back clients for calls made on their behalf with a documented evidence.

Agent Utilisation



Determine if an agent has too few or too many telephone calls.

Internal Supervision



Monitor telecom expenses for a branch, department or extension.

Integrations



Virtually integrates with all major exchanges.

Call Billing Features

The telephone service provided in the hotel room can be a revenue source for the hotel. Determine the phone usage of the patrons from the comprehensive report generated by TBS. Since the separate charging tables can be set for local, domestic and international calls, the hotels can charge differently for the kind of telephone use.

[Handwritten signatures and notes]
S. Mohr
12/03/2025
D. Mohr
C. Mohr

EPABX System			
Sl No.	Name	Quantity	Unit
1	UNIVERSAL USER	2404	Nos
2	SIP User	904	Nos
3	ASU -II	1	Nos
4	MGU	5	Nos
5	ELU 34	44	Nos
6	TLU 83	1	Nos
7	TMU	16	Nos
8	DC/DC 48 Volt	5	Nos
9	Fan Unit	3	Nos

12/2/25

*S. Malik
12/02/2025*

WSahu